

MANAGEMENT NOTICE

Embassy of the United States of America
Freetown, Sierra Leone

VACANCY No: 04-2013

OPEN TO: All Interested Candidates Within and Outside of the Mission

POSITION: Senior Computer Management Assistant

OPENING DATE: February 6, 2013

CLOSING DATE: February 21, 2013

WORK HOURS: Full-time; 40 hours/week

GRADE: *Not-Ordinarily Resident: FP-05 (To be confirmed by Washington)

*Ordinarily Resident: FSN Grade 09

Note: All Ordinarily Resident applicants must be residing in country and have the required work and/or residency permits to be eligible for consideration.

See Definition for “Not-Ordinarily Resident” below.

The United States Embassy in Freetown is seeking an individual within or outside the Mission for the position of Senior Computer Management Assistant. The position is located in the Information Management Unit and reports to the Information Management Officer (IMO).

BASIC FUNCTION OF THE POSITION:

Extensive knowledge and experience in Microsoft server administration and network concepts is required. Knowledge of virtual server technology is also required. Primary server environment is Microsoft Windows server 2008 and email is Exchange server 2010. Duties also include knowing the responsibilities of the organizational unit administrator and the ability to escalate the problem to the enterprise level when necessary. Apprise supervisor with daily reports on system performance. Place service tickets and track the resolution of problems.

The incumbent is also expected to provide backup and restore capabilities with Fastback application and should be familiar with data storage devices. Other administrative tasks include account creation, deletion and transfers.

Provide desktop support for all desktop applications including department proprietary applications such as financial software packages. Install updates of applications when necessary. The job also involves consistent checking of new work requests and assigning them to appropriate personnel. Following up with personnel until the completion of the assignment and closing of the tickets.

Periodic visual inspection of all wiring closets to check status of switches, routers and uninterruptible power supplies. Trouble shooting and repair of wireless tail circuit connectivity.

Provide support on all consular applications and act as liaison with the consular support desk for all issues related to consular applications and hardware. Work closely with visiting technical teams to provide successful hardware system and software upgrades. Support also extends to all other server and application upgrades involving visiting technical personnel. Prepare site surveys and coordinate with supervisor on communicating all relevant information to visiting teams to ensure successful completion of projects. Must provide input to supervisor on quality control mechanisms to improve service delivery to customers.

Coordinates with the supply Section to keep track of Computer Expendable Supplies and make procurement request when stocks are getting low.

Sets up video and teleconferencing equipment in the computer training room as needed.

Supervises the work of one Computer Management Assistant engaged in similar duties.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. Education:** Completion of High School and University degree. Current Microsoft certifications in systems administration or engineering. COMPTIA certification in computer hardware, software, networking and security is required.
- 1. Experience:** Five years of progressively responsible experience in computer networking and systems administration. Two of these years should have been in a comparable bureaucratic structure similar to the Embassy such as a large banking institution, European Union or United Nations.
- 3. English Ability:** Level Four (4) English language ability in speaking and reading English required.

4. **Other Criteria:** Thorough understanding of computer networking principles. Good troubleshooting skills. Ability to work in a team environment and knowing when to escalate issues to supervisors for attention.
5. **Other Skills:** Ability to teach users basic computer literacy skills when necessary. Thorough documentation and follow up on all issues. Good preventative maintenance skills including auditing of log files and verification of backup procedures.
6. **Interpersonal skills:** Excellent interpersonal and communication skills. Ability to deal tactfully with customers.

SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174); available on the internet at http://freetown.usembassy.gov/job_opportunities.html and

2. A current resume or curriculum vitae.
3. Candidates who claim U.S. Veterans preference must provide a copy of their form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that address the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

The Human Resources Section
(Application for Senior Computer Management Assistant)
Embassy of the United States of America
Southridge, Hill Station
Freetown
FAX: 076/022-515-355
Or send via e-mail to HRFreetown@State.gov

NOTE: Only short listed applicants will be contacted.

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

--US citizen;

--Spouse, Domestic Partner or child who is at least age 18; (children include natural offspring, stepchildren, adopted children and children under permanent legal guardianship of the Employee, Spouse, or Domestic partner).

--Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;

--Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, or at an office of the American Institute in Taiwan and

---Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign or Civil Service

Other family members or dependents on direct-hire Foreign, Civil, or uniformed service member's travel orders are not AEFMs or US Citizen EFM for purpose of 3 FAM

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2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen AEFMs and EFM of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: FEBRUARY 21, 2013

The US Mission in Freetown provides equal opportunity and fair and equitable treatment in Employment to all people without regard to race, color, religion, sex, national origin, age, Disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.